



SITE VISITS SPOTLIGHT PLUSES AND AREAS FOR IMPROVEMENT

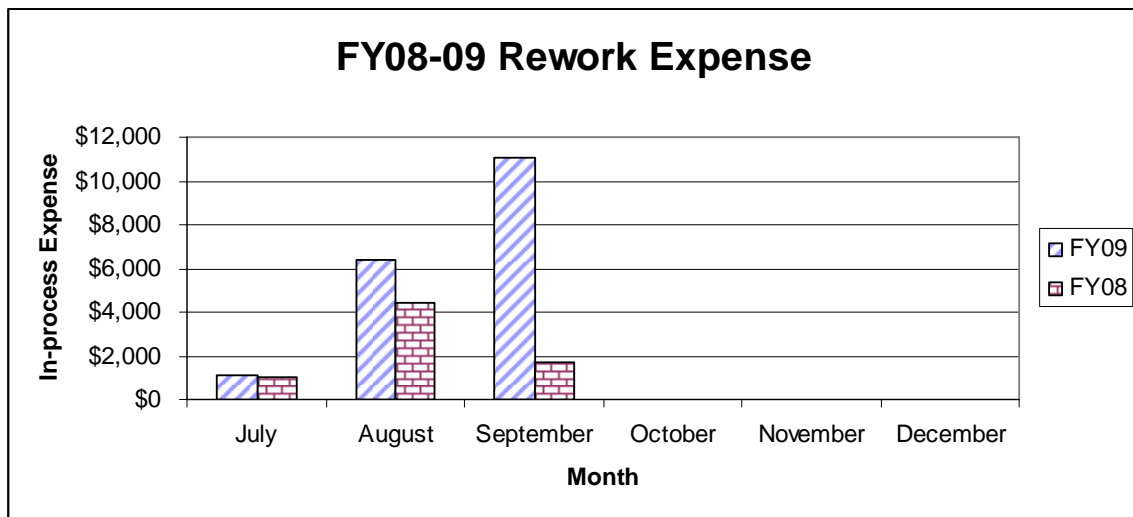
The long awaited Arizona Quality Alliance (AQA) Showcase in Excellence site visits finally began in early October. Perryville Printing hosted their visit on Wednesday, October 8. The nearly four hour event included interviews with **Print Shop Manager Randy Bialkowski** as well as **Supervisors Rose Clifford** and **Gerald Yocum** and inmate inspectors. Examiners made a site visit at the Meadows Bakery on October 14.

The focus of the Printing application was large, repetitive forms orders. Because organizational and personal learning are important values at AQA, the Print Shop's inmate training program is expected to be a strength. Rio Salado College has a classroom in the Print Shop, where inmates study printing theory. They get their hands-on experience producing for real ACI customer orders. This preparation improves their chances for employment after release.

Bakery's application was on *Just in Time Institutional Bread and Bun Orders*. When institutions order product, they need it on time. Because of local storage limitations, deliveries need to be carefully synchronized. The Bakery's formidable mission and results led examiners to expect a much larger physical plant than actually exists. **Manager Eddie Gonzalez** has been adept at maximizing results with available resources.



Bakery examiners showed special interest in the abilities of inmate engineers to keep equipment running. Having machinery down for maintenance or repair is not an option when a shop is making bread products for Canteen Corporation, ADC's private sector food service vendor for over 35,000 statewide inmates.



SEPTEMBER REWORK REPORT

WORK UNIT NAME	LABOR	MATERIAL	TOTAL	REWORK CODES
BAKERY	N/A	N/A		
BEDDING			\$11.51	
DATA FULFILLMENT	no rework			
DOUGLAS SEWING		\$439.30	\$439.30	20i
FARM	10.75		\$10.75	7f
FLORENCE UPH	no rework			
LEWIS FURN	N/A			
METAL FAB	\$1.95			
PERRYVILLE SEWING	no rework			
PRINT SHOP		\$350.00	\$350.00	1c
SIGN SHOP	no report			
TAG PLANT	-	\$0.00	\$10,274.34	
WINSLOW	no rework			
WOOD METAL	no rework		\$1.95	
TOTALS	\$12.70	\$789.30	\$11,087.85	1c, 7f, 20i

(See Universal Error Codes on page 4)

Customer Satisfaction Plateaus in September

ACI scored 95 per cent in the monthly Customer Satisfaction survey-- the exact same result as in August. An adjustment corrected the response from a customer who mis-understood what was asked. The weighted satisfaction score, which measures the degree of product approval, dropped to 8.68 for September, down from 8.892 a month earlier.

Although Bakery results still reflect the recent total change out of inmate workers, scores are improving. **Bakery Manager Eddie Gonzalez** faced a similar adjustment 10 years ago and demonstrated the challenges of inmate work force turnover can be successfully overcome.

SEPTEMBER SAMPLING RESULTS

WORK UNIT NAME	INSPECTED	PASSED	TOTAL %	ERROR TYPES
BAKERY	NO REPORT			
BEDDING	4,376	4,376	100%	
CONSUMER PRODUCTS	NO REPORT			
COST ACCOUNTING	33	29	88%	4k
CUSTOMER SERVICE	887	881	99%	6c
DATA FULFILLMENT	13,930	13,930	100%	
DOUGLAS SEWING	1,218	1,209	99%	6c,1e,1i,2k
FARM	6517	6474	99%	7f
FLORENCE UPH	68	68	100%	
LEWIS FURN	n/a	n/a		
METAL FAB	21,845	21,845	100%	
PERRYVILLE SEWING	770	770	100%	
PRINT SHOP	752,820	752,820	100%	
PURCHASING	405	382	94%	26c
RETAIL OUTLET	12	8	67%	4k
SIGN SHOP	4,096	4,096	100%	
TAG PLANT	27,142	26,736	99%	12c, 12i
WAREHOUSE	574,904	574,904	100%	
WINSLOW	23,114	22,905	99%	11f, 1 i
WOOD METAL	88	88	100%	
TOTALS	1,432,225	1,431,521	97%	50c,1e,18f,14i,6k

ASU Excellence Award to Televerde

Arizona State University's W.P. Carey School of Business has presented Televerde, a long time ACI private industry partner, with its 2008 Spirit of Enterprise Award. **Televerde President Jim Hooker**, who picked up the award, was gracious in his comments about the support the firm receives from ACI. The ceremony was televised on Channel 8 in Phoenix. **ACI General Manager Bill Branson** said "Televerde's success is also ACI's, so we should all be very proud."

Masonic Lodge Compliments ACI Sales and Install

Darold Graves, Secretary of the Glendale Masonic Lodge #23, sent enthusiastic compliments to ACI for the quality of a work station. He said "The installation crew was punctual, efficient, completed their work in a timely manner and even cleaned up their debris." Mr. Graves also noted that the professionalism of **Sales Representative Erika Seborg** far exceeded his expectations. He and the lodge members are delighted with the results.

ACI Earns Rave Review for Training Conference Support

Mary O'Connor, ADC's In-Service Training Manager, exclaimed that the ACI-manufactured programs and awards for the recent International Association of Correctional Training Personnel (IACTP) conference in Tempe were "absolutely amazing". "ACI did a beautiful job," she said. ADC hosted the

event at the Fiesta Conference Center from October 19-23. O'Connor worked through **Jennifer Davis in Customer Service** to arrange for **Perryville Printing** and plaques from **Tucson Sign Shop**. The teamwork was a credit to all concerned, according to **General Manager Bill Branson**.

At left, Sales Retail Outlet Manager **Christine Lansford** and Quality Manager **Judi Longmeyer** staff ACI's IACTP booth. They sold Prison Outlet goods.



Universal ACI Error Codes

- a. Late paperwork
- c. Operator error
- b. Inaccurate order specifications
- d. Incomplete information
- e. Training need
- f. Equipment failure
- h. Warehouse process
- g. Poor internal communication
- i. Material flawed
- j. Material arrived late
- k. Other_____



ACI QUALITY TIMES

Volume 5 Issue 4, October 2008

Published by

Arizona Correctional Industries

3701 W. Cambridge Avenue

Phoenix, Arizona 85009

602-272-7600

Bill Branson,

General Manager

Judith Longmeyer,



FY08-09 Quality Sampling

